

**FSA/CIO/E-CAD/ Quality Assurance****Contractor Performance Survey****Contract Reference:** FEDSIM Contract GS-35F-0232K/T0000AJ3701**Contract Task:** Common Origination and Disbursement (COD)**Contractor:** CTGi**Deliverable or Period:****Summarize contractor performance and enter the number that corresponds to the rating for each rating category. (See attached Rating Guidelines)****1. QUALITY OF PRODUCT OR SERVICE**(1 ---- 2 ---- 3 ---- 4 ---- 5) (NA) **RESPONSE:** []

Comments:

2. COST CONTROL(1 ---- 2 ---- 3 ---- 4 ---- 5) (NA) **RESPONSE:** []

Comments:

3. TIMELINESS OF PERFORMANCE(1 ---- 2 ---- 3 ---- 4 ---- 5) (NA) **RESPONSE:** []

Comments:

4. BUSINESS RELATIONS(1 ---- 2 ---- 3 ---- 4 ---- 5) (NA) **RESPONSE:** []

Comments:

5. Is/was the contractor committed to customer satisfaction?(1 ---- 2 ---- 3 ---- 4 ---- 5) (NA) **RESPONSE:** []

Comments:

6. Would you recommend selection of this firm again?(1 ---- 2 ---- 3 ---- 4 ---- 5) (NA) **RESPONSE:** []

Comments:

*Prepared by:**Date:***Title:**



Quality Assurance Contractor Performance Survey

Ratings Guidelines (National Institute of Health)

Summarize contractor performance in each of the rating areas. Assign each area a rating of: 1 (Unsatisfactory), 2 (Fair/Marginal), 3 (Good/Satisfactory), 4 (Excellent/Very good), 5 (Outstanding/Exceptional). Use the following instructions as guidance in making these evaluations. Ensure that this assessment is consistent with any other Agency assessments made (i.e., for payment of fee purposes).

Criteria	Quality of Product or Service	Cost Control	Timeliness of Performance	Business Relations
	<ul style="list-style-type: none"> - Compliance with contract - Accuracy of reports - Effectiveness of personnel - Technical excellence 	<ul style="list-style-type: none"> - Record of forecasting and controlling target costs - Current, accurate and complete billings - Relationship of negotiated costs to actuals - Cost efficiencies 	<ul style="list-style-type: none"> - Met interim milestones - Reliability - Responsive to technical direction - Completed on time including wrap-up and contract administration - Met delivery schedules - No liquidated damages 	<ul style="list-style-type: none"> - Effective management including subcontracts - Reasonable/cooperative behavior - Notification of problems - Flexibility - Pro-active vs. reactive - Effective small/ small disadvantaged business subcontracting program
1 - Unsatisfactory	Nonconformances are jeopardizing the achievement of contract requirements, despite use of Agency resources	Ability to manage cost issues is jeopardizing performance of contract despite use of Agency resources	Delays are jeopardizing performance of contract requirements, despite use of Agency resources	Response to inquiries, technical/ service/ administrative issues in not effective
2 - Fair/Marginal	Overall compliance requires minor Agency resources to ensure achievement of contract requirements	Ability to manage cost issues requires minor Agency resources to ensure achievement of contract requirements	Delays require minor Agency resources to ensure achievement of contract requirements	Response to inquiries, technical/service/ administrative issues is somewhat effective



Quality Assurance Contractor Performance Survey

Criteria	Quality of Product or Service	Cost Control	Timeliness of Performance	Business Relations
3 - Good/Satisfactory	Overall compliance does not impact achievement of contract requirements	Management of cost issues does not impact achievement of contract requirements	Delays do not impact achievement of contract requirements	Response to inquiries, technical/ service/ administrative issues is usually effective
4 - Excellent/ Very good	There are no quality problems	There are no cost management issues	There are no delays	Responses to inquiries, technical/ service/ administrative issues is effective

5 - Outstanding/Exceptional: The contractor has demonstrated an outstanding performance level in any of the above four categories that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances when contractor performance clearly exceeds the performance levels described as "Excellent."